INDIANA OFFICE OF
TECHNOLOGY

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Teamwork!

Agency Highlights

- FSSA
  - On February 20, 2012, FSSA expanded its modernization project, known as the Hybrid system, to Marion County. This concludes a two year-long process of systematically extending Hybrid statewide. The Hybrid eligibility system employs greater flexibility and more accessibility to provide client support via in-office, telephone and Internet service options. These system improvements have helped improve accuracy and timeliness substantially—at a time when applications for benefits have increased dramatically.
  - Three major system modernization efforts are underway to replace legacy systems for client eligibility determination, Medicaid claims processing, and integrated case management. The integrated case management system is now in the development phase.

- State Budget Agency
  - SBA is implementing the Oracle Hyperion Public Sector Planning and Budgeting system, which will be used starting in 2012 to enter agency budget requests for the upcoming biennium. This will replace BudSTARS.

- DOR
  - Implemented new call center and agency phone to better support Indiana taxpayers (operational for the 2012 tax season).
  - Expanded electronic filings of tax obligations for businesses (continuing the reduction of paper filings & processing cost to Indiana citizens).

- ISP
  - The Indiana Office of Technology and the Indiana State Police collaborated on a project to modernize the State of Indiana's school bus inspection program. The program went from pen and paper with additional data input to electronic entry done on the scene at the time of the inspection with Blackberry playbooks.
  - The Indiana State Police have successfully become the first agency on the State Wide CAD. The Integrated Public Safety Commission initiated this project to provide a CAD program for any agency in the State of Indiana. The three agencies, working in conjunction, have the CAD system operational for all of the Indiana State Police with other local and state agencies coming on board soon.

- INDOT
  - **DamageWise, released in July:** This system is used to notify INDOT of roadway accidents that have resulted in damaged State property, it is used for our maintenance personnel to assess the roadway damage using a mobile device, and it is used by our Accounts Payable team to bill the insurance of responsible parties. After just 6 months of using the system along with new business processes and focus, INDOT has billed more than $2 million which is over 140% of the total billings in FY 10 (12 full months) associated with damaged state property.
  - **INDOTAnswers, released in June:** This system is a dashboard using OBIEE that was built for enterprise reporting and organizational metrics. We have associated data from multiple systems that include information associated with traffic counts, road surface conditions, bridge condition, construction progress, financial information, customer service response information, road safety, employee safety, planned construction projects, etc. These graphical and drillable metrics are used for internal business decisions and communications associated with organizational performance.

- Indiana State Board of Animal Health acquired ArcGIS with the Spatial Analyst extension
  - **ArcGIS Spatial Analyst** provides BOAH a range of spatial modeling and analysis tools using the data accumulated in our USAHERDS animal health database. Using ArcGIS Spatial Analyst, BOAH can
    - Create, query, map, and analyze cell-based raster data.
    - Perform integrated raster/vector analysis.
    - Derive new information from existing data.
    - Query information across multiple data layers.
    - Fully integrate cell-based raster data with traditional vector data sources.
  - With ArcGIS and the Spatial Analyst tools, BOAH
    - Assists the animal agriculture industry find suitable locations.
    - Analyze transportation corridors.
    - Determine disease levels.
    - Perform demographic analysis.
    - Conduct risk assessments.
    - Model and visualize disease patterns.

- BMV

  - Infrastructure Improvements
    - Microsoft .Net 4
    - Microsoft SQL Server 2008
    - Microsoft Visual Studio 2010
    - Microsoft Team Foundation Server (TFS) to manage application lifecycle
    - PC Refresh
    - Drove down the number of vulnerabilities and missing patches
    - Servers and workstations resulting in no BMV virus attacks

  - Application Improvements
    - US Passport real time verification
    - Commercial Driver's License Information System (CDLIS) Modernization
    - 5th State to upgrade to federally mandated system
    - Branch electronic take-a-number systems, allows for more accurate branch wait time calculations
    - Just-in-time central fulfillment of vehicle registrations and plates
    - Stickers and Plates are produced on demand eliminating waste
    - IVR plate renewal and reinstatement fee payments by phone

Indiana Office of Technology

- Mission - To provide cost-effective, secure, consistent, reliable enterprise technology services to our partner agencies so they can better serve Hoosier taxpayers.

- Indiana Code, Article 13.1 established IOT as a state agency in July 2005 to :
  - (1) Establish standards for the technology infrastructure of the state,
  - (2) Focus state information technology services to improve service levels to citizens and lower costs of providing information technology services,
  - (3) Bring the best and most appropriate technology solutions to bear on state technology applications,
  - (4) Improve and expand government services provided electronically, and
  - (5) Provide the technology and procedures for the state to do business with the greatest security possible.

• IN.Gov – summary

- 19 New Web Applications

- 6 New Mobile Applications

- 18 New Websites

- 200 sites New Agency Header and Footer

- CMS Upgrade

- New Calendar.IN.gov

- 12 Different Awards including 3rd in "Best of Web State Portals" and Transparency Award

- $1.2 Million Dollars contract savings

Best of the Web 3rd Place State Portal
Center for Digital Government

- IN.Gov 2012 Initiatives
  - Help.IN.gov – FAQ's
  - Phase II Calendar Implementation
  - Home Page Redesign
  - Search Engine Optimization
  - Mobile Applications
  - Replace "What's Happening in my County?"

- # PeopleSoft
  - Upgrade to PeopleSoft HR to v9.1 Complete
  - Implemented Time and Labor Module for over 25 State Agencies
    - Includes rollout to Dept of Corrections facilities throughout the State
    - Over 23,000 employees up on Time and Labor payroll feed to Auditor
    - Completion required to move forward with PeopleSoft Payroll project
  - Upgrade of PeopleSoft Financials to v 9.1
    - 25 agencies, 200 users have participated in testing to date
    - 1,000+ test scripts executed to test functionality
  - Completed Year-End Financial Processing
    - PO Roll - 130,000 transaction lines; $3 billion encumbrances rolled
    - Led all State agencies in cleanup of "old year" transactions
  - Extensive Module Cleanup
    - Asset Management – cleansing $1.5 billion of assets reviewed/repaired
    - Project Costing (Federal grants) Cleanup – 900+ project fixes in 65 agencies

- Security
  - Feb 6th, 2012 AVON, Ind. (WISHTV) - Laptops loaded with classified and personal information were swiped over the weekend from the Department of Child Services in Hendricks County. The initial concern was identity theft.............

- Security
  - ....But the State put safeguards in place - safeguards you can put on your computer to ensure security.   ...

- Security 2012 Initiatives
  - Cyber Security Framework – Large agency use begins in February
  - Reduce risk of malware by effectively constraining Internet use, software patching, and scanning/remediating vulnerabilities
  - Expand Services from MS-ISAC
  - Continued penetration testing
  - Update IRUA and begin the acceptance process
  - Update Internet Filter System
  - Use McAfee DLP to limit use of flash drives and other mobile media
  - Disaster Recovery – Continued testing of Critical and Necessary apps
  - Expand use of systems event log management solution for correlation

Statewide Imagery Project - Ortho & LiDAR

6" Pixel Resolution (Buy-up):

Bartholomew

Elkhart

Harrison

Kosciusko

Marion

St. Joseph
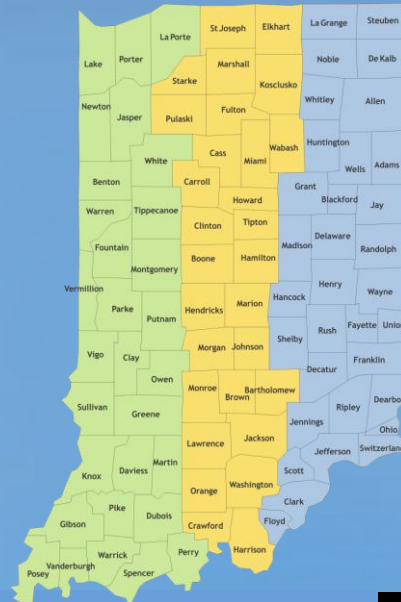
12" Pixel Resolution:

Boone	Howard	Morgan
Brown	Jackson	Orange
Carroll	Johnson	Pulaski
Cass	Lawrence	Starke
Clinton	Marshall	Tipton
Crawford	Miami	Wabash
Fulton	Monroe	Washington
Hendricks	Morgan	
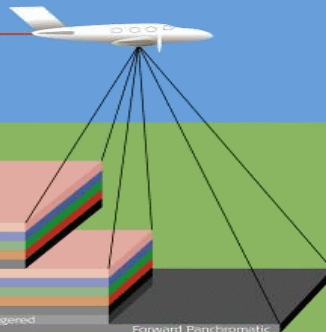
Data Sharing Initiative Status

86 Counties have committed to share GIS data

- 6,725 Jurisdictional Boundaries

- 496,440 Street Centerlines Segments

- 2,389,153 Address Points

- 2,870,684 Land Parcels

These data can be obtained from the GIO library and the IndianaMap

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Indiana Broadband Map
www.indianabroadbandmap.com

- Seat Services
  - Desktop Refresh
    - Over 28,000 end user systems replaced starting in 2008.
    - Saved the State $8 million since 2008
    - Refresh Cycle begins again

- Data Center
  - Usage
    - 910 Terabytes
    - 1,187 virtual servers
    - 1,575 physical servers
    - 2,385 Databases

- # Mainframe
  - Indianapolis and Ivy Tech
    - Reduced cost to Indianapolis and Ivy Tech
    - Helps reduce the cost of services to State agencies through rate reductions – estimated at $700K per year

- Network Services
  - WAN Infrastructure
    - New Co-Location Facility
    - State owned Internet Address Space
    - Increased Flexibility
    - Decrease in bandwidth costs

- # Telecom Services
  - ## Telecom Audit
    - ### Inventory and Elimination of Unused Services
      - Eliminated Services totaling $600K per year
    - ### Benchmark our policies and processes against Best Practices to help improve lifecycle management
      - Pinnacle (new Telecom Expense Management and Billing System)

- Enterprise Architecture
  - Enterprise Service Bus for consistent, secure agency application interfaces
  - Business Intelligence - Metrics and Dashboards
  - Document Management – Content Management
  - Software Development Lifecycle - Rational Support

- Improve Large Scale IT Implementation Success
  - IV&V Services Contracts
    - Up to 14 contracts to provide services
    - Requirements Gathering
    - Oversight

- # Rate Reductions/Savings to the Agencies

Fiscal Year	Rate of Reduction	Year End Rebate
2006	9%	
2007	10%	
2008	0.5%	2.5 M
2009	0%	5.6 M
2010	6.7%	3.4 M
2011	5.5%	4.2 M
2012	6.2%	

Questions?

"I resolved to use every day, take every action, make every change that might make our state a place of promising futures...... I ask you to do likewise"

Governor Daniels

2012 State of the State Address